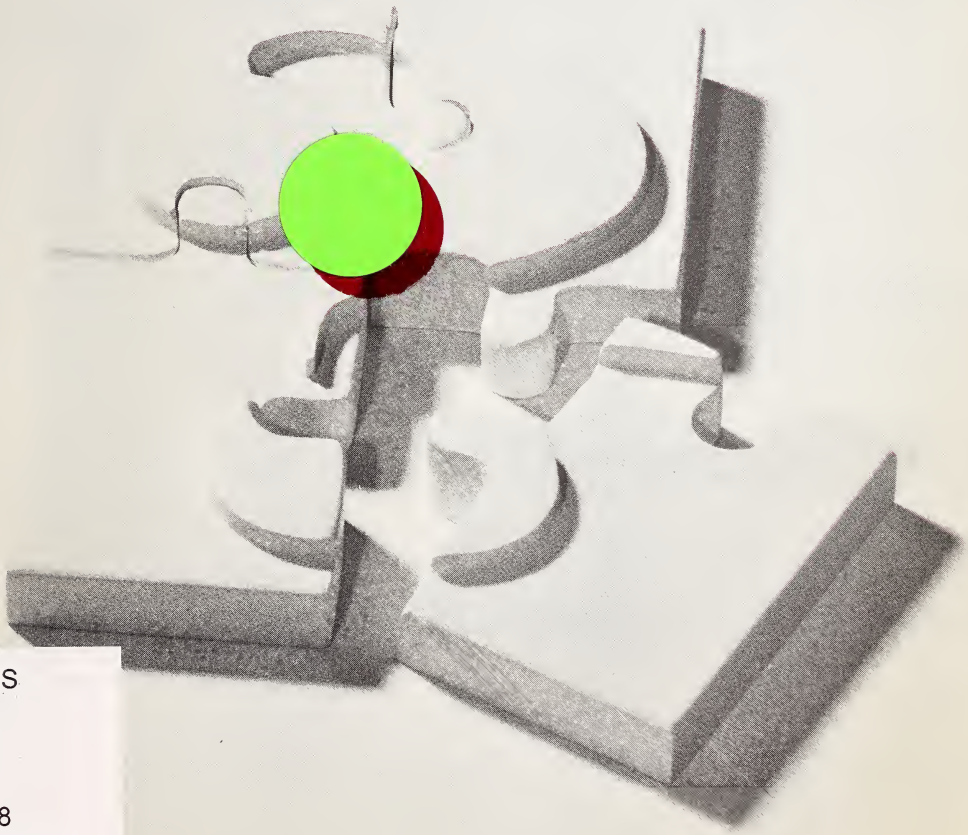
WHERE TO GET ANSWERS AT HCFA

- National Medicare / Medicaid Policies
- Regulations
- Administrative Procedures



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The HEALTH CARE FINANCING ADMINISTRATION (HCFA) was established to combine health financing and quality assurance programs into a single agency. HCFA is responsible for the Medicare program, Federal participation in the Medicaid program, the Professional Standards Review Program and a variety of other health care quality assurance programs.

The mission of the Health Care Financing Administration is to promote the timely delivery of appropriate, quality health care to its beneficiaries—approximately 47 million of the nation's aged, disabled and poor. The Agency must also ensure that program beneficiaries are aware of the services for which they are eligible, that those services are accessible and of high quality and that Agency policies and actions promote efficiency and quality within the total health care delivery system.

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OFFICE OF BENEFICIARY SERVICES

WHERE TO GET ANSWERS AT HCFA

Update Sheet #1 March 1981

CHANGE:

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3	Ambulatory Services Demonstrations (FTS) 934-5860 (301) 594-5860	 (FTS) 987-1822 (301) 597-1822
3	Annual Reporting Requirements Hospitals (FTS) 987-2367 (301) 597-2367	 (FTS) 987-2377 (301) 597-2377
	Home Health Agencies (FTS) 934-9324 (301) 594-9324	 (FTS) 934-8612 (301) 594-8612
	Long Term Care Facilities (FTS) 987-2367 (301) 597-2367	 (FTS) 987-2377 (301) 597-2377
6	Child Health/Early and Periodic Screening (FTS) 934-2663 (301) 594-2663	 (FTS) 934-4212 (301) 594-4212
8	Congressional Relations (202) 245-0301	 (202) 426-3717
	Correspondence (202) 245-0465	 (202) 426-4055
9	Cost Estimates Medicaid (202) 245-0518	 (202) 245-7203
	Proposed Legislation (202) 245-0196	National Estimates and Proposed Legislation (202) 245-6594
10	Demonstrations Health Care Delivery Systems (FTS) 987-2395 (301) 597-2395	 (FTS) 934-8724 (301) 594-8724
	Hospital Reimbursement (FTS) 987-2438 (301) 597-2438	 (FTS) 987-2375 (301) 597-2375
	Long Term Care (FTS) 987-2430 (301) 597-2430	 (FTS) 987-2306 (301) 597-2306

11	Early and Periodic Screening (FTS) 934-2663 (301) 594-2663	 (FTS) 934-4212 (301) 594-4212
	Experimentation Hospital (FTS) 987-2438 (301) 597-2438	 (FTS) 934-8724 (301) 594-8724
13	Grants (FTS) 934-8274 (301) 594-8274	 (FTS) 934-7474 (301) 594-7474
16	Legislative Planning Add: Bill Status Office of Legislation and Congressional Affairs Legislative Reference Office (202) 426-3717	Legislation Legislative Planning and Analysis Office of Legislation and Congressional Affairs (202) 245-6753
	Medicaid - Data Book (202) 245-2190	 (202) 472-7437
17	Medigap Add: Bureau of Program Operations Medigap Operations Staff (FTS) 934-9412 (301) 594-9412	
	Office of Beneficiary Services (FTS) 934-9650 (301) 594-9650	Office of Beneficiary Services Beneficiary Information (FTS) 987-2898 (301) 597-2898
21	Skilled Nursing Facilities Demonstrations (FTS) 934-7623 (301) 594-7623	 (FTS) 934-7621 (301) 594-7621
22	Studies Beneficiary Use of Services (FTS) 987-1719 (301) 597-1719	 (FTS) 987-1430 (301) 597-1430
23	Cost Effective Health Care (FTS) 987-2395 (301) 597-2395	 (FTS) 934-1941 (301) 594-1941
	Hospital Financing and Reimbursement (FTS) 987-2438 (301) 597-2438	 (FTS) 987-2375 (301) 597-2375
	Long Term Care Financing (FTS) 934-7623 (301) 594-7623	 (FTS) 934-7621 (301) 594-7621
24	Uniform Reporting Requirements (FTS) 987-2367 (301) 597-2367	 (FTS) 987-2377 (301) 597-2377

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How and When To Use This Guide

This guide is printed in limited numbers and is designed primarily for use by staff or volunteers in organizations actively representing the elderly, the disabled, and the poor who receive a variety of health care services through Medicare, Medicaid, and other HCFA programs. The guide explains where one may call to obtain information from HCFA headquarters on a broad range of issues or concerns about those programs where the information is not otherwise available from State, local, or regional sources. The reader is urged to first contact these other sources as noted below. In most instances, they will be able to help you.

Before You Use This Guide

If you have an individual case or complaint, you should contact the Medicare contractor or Medicaid State agency in your area which assists HCFA to administer the programs, or a social security office. (Social security offices are listed under Social Security Administration in your telephone directory. Medicaid state and county offices are usually listed under Public Welfare or Social Services. Medicare carriers which process Medicare claims are listed on pages 52 through 58 of *Your Medicare Handbook* or can be reached through HCFA regional offices.)

If you are not in the Baltimore-Washington area, you should contact the nearest HCFA Regional Office first for assistance. A list of these offices is shown on the back cover.

You Should Use This Guide Only When . . .

. . . you have a question or concern of national significance, or if you have any comments or suggestions concerning proposed or existing national policy, regulations, or procedures. In such cases, headquarters is the place to contact and this guide should point you in the right direction.

Organized in alphabetical order by issue, this guide identifies the responsible unit and phone number where your concern can be resolved. You need only identify the subject of concern in order to find the appropriate HCFA headquarters organizational component.

You also will notice two different telephone numbers for some components. The first number is the Federal Telecommunications System (FTS) number which is to be used solely on the FTS network. The second number is the commercial number which is to be used whenever a call is placed on other than the FTS network. Where the commercial and FTS numbers are the same, only a single number is shown.

If the number you call has been changed, and the person who answers cannot give you the correct number, call (FTS) 934-1662 or (301) 594-1662.

If you prefer to put your questions, suggestions, or complaints in writing, first identify the appropriate HCFA office or component in this guide. Then address your inquiry to that office or component at the appropriate address:

(Name of Office or Component)
HCFA
309-G HHH Building
200 Independence Avenue, S.W.
Washington, D.C. 20201

OR

(Name of Office or Component)
HCFA
East High Rise Building
6401 Security Boulevard
Baltimore, Maryland 21235

Requests for additional copies of this guide or suggestions for revising or updating the guide should be addressed to the Office of Beneficiary Services, HCFA, 1-C-11 Oak Meadows Building, 6401 Security Boulevard, Baltimore Maryland 21235.

SUBJECT	ORGANIZATION
Abortion	
Policy	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Statistics	Bureau of Program Operations Division of Reports and Analysis (FTS) 934-9494 or (301) 594-9494
Allowable Cost Reimbursement	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Ambulatory Services	
Demonstrations	Office of Research, Demonstrations and Statistics Division of Health Systems and Special Studies Ambulatory Services Branch (FTS) 934-5860 or (301) 594-5860
Certification/Standards	Division of Laboratory and Ambulatory Services Office of Standards and Certification (FTS) 934-7910 or (301) 594-7910
Annual Reporting Requirements	
Hospitals	Office of Research, Demonstrations and Statistics Division of Hospital Experimentation (FTS) 987-2367 or (301) 597-2367
Home Health Agencies	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Long Term Care Facilities	Office of Research, Demonstrations and Statistics Division of Hospital Experimentation (FTS) 987-2367 or (301) 597-2367

SUBJECT	ORGANIZATION
Annual Contractor Evaluation Reports	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Appeals Procedures for Beneficiaries	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Assignment, Medicare Claims	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Assistance in Resolving Beneficiary Problems Re:	
Claims Handling by Contractor	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Correspondence	Office of Executive Operations Office of the Administrator (202) 245-8375
Entitlement to Medicare	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Entitlement to End-Stage Renal Disease Benefits	Office of Special Programs (FTS) 934-6532 or (301) 594-6532
Regulations	Office of Regulations Management Office of Executive Operations (202) 245-7890
Auditing Agency Reports:	
GAO and HHS—Inspector General	Bureau of Quality Control Office of Financial Analysis Audit Liaison Staff Division of Program Financial Analysis (FTS) 943-7484 or (301) 594-7484

SUBJECT	ORGANIZATION
Audits of Allowable Costs of States and Contractors	
Oversight of Medicare and Medicaid Resolutions	Bureau of Program Operations Office of Program Administration Division of Financial Operations (FTS) 934-9470 or (301) 594-9470
PSRO and Survey and Certification Audit Resolution	Health Standards and Quality Bureau Office of Professional Standards Review Organizations (FTS) 934-9207 or (301) 594-9207
Beneficiary Information Material	Office of Beneficiary Services (FTS) 934-8131 or (301) 594-8131
Beneficiary Association Liaison	Office of Beneficiary Services (202) 472-5240
Beneficiary-Related Statistics	Office of Research, Demonstrations and Statistics Division of Beneficiary Studies (FTS) 987-1719 or (301) 597-1719
Benefits, Medicare and Medicaid	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Blood, Policies Concerning	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Budgets for HCFA, Medicare and Medicaid	Office of Management and Budget Office of Financial Management Services (FTS) 934-8837 or (301) 594-8837 (Also in Washington call Division of Budget (202) 245-6917)
Certification Policies:	
Hospitals	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 934-9712 or (301) 594-9712

SUBJECT	ORGANIZATION
Laboratories and Ambulatory Care Facilities, Health Clinics, Outpatient Physical Therapists, Home Health Agencies, and Rural Health Clinics	Health Standards and Quality Bureau Office of Standards and Certification Division of Laboratory and Ambulatory Services (FTS) 934-7910 or (301) 594-7910
Long Term Care Facilities (Skilled Nursing, Intermediate Care and ICF/MR)	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-3642 or (301) 594-3642
Medicaid Management Information System	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Renal Dialysis Clinics	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 934-9712 or (301) 594-9712
State Survey, Personnel	Health Standards and Quality Bureau Office of Standards and Certification Division of Program Analysis and Training (FTS) 934-3812 or (301) 594-3812
Statistics Concerning Certification	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750
Chain Organizations Audits	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Child Health/Early and Periodic Screening, Diagnosis and Treatment: Policy Information Clearinghouse	Office of Child Health Office of Special Programs (FTS) 934-2663 or (301) 594-2663
Chronic Renal Disease, Medicare Reimbursement	Office of Special Programs (FTS) 934-0918 or (301) 594-0918

SUBJECT	ORGANIZATION
Complaints:	
Alleged Fraud, Abuse, or Waste by Health Professionals	Bureau of Quality Control Office of Program Validation Field Operations Branch (FTS) 934-2077 or (301) 594-2077
General	Office of the Administrator (202) 245-8502 Office of Public Affairs (202) 245-8220 Office of Beneficiary Services (FTS) 934-8131 or (301) 594-8131
Hospitals	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 934-9712 or (301) 594-9712
Long Term Care Facilities	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-3642 or (301) 594-3642
Quality of Care for Physician Services	Health Standards and Quality Bureau Office of Professional Standards Review Organizations Division of Peer Review (FTS) 934-1432 or (301) 594-1432
Reimbursement for a Claim	Carrier or Regional Office (See back cover for RO Phone Number)
Reimbursement Policy in General	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Rural Health Clinics	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Conditions of Participation	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750

SUBJECT	ORGANIZATION
Congressional Relations	Office of Legislation and Policy (202) 245-0301
Correspondence	Office of Legislation and Congressional Affairs Division of Congressional Affairs (202) 245-0465
Contracts:	
Audit of Direct Dealing Providers	Office of Management and Budget Office of Human Resources and Administrative Services Division of Procurement Services (FTS) 934-3341 or (301) 594-3341
Intermediaries and Carriers	Office of Management and Budget Office of Human Resources and Administrative Services Division of Procurement Services (FTS) 934-3341 or (301) 594-3341
Medicare Contractor Experiments	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Procurement Process (For All Contracts Other Than Those Described Above)	Office of Management and Budget Office of Human Resources and Administrative Services Division of Procurement Services (FTS) 934-3341 or (301) 594-3341
Correspondence, General	Executive Secretariat Office of Executive Operations Office of the Administrator (FTS) 934-9732 or (301) 594-9732
Cost Estimates	Office of Research, Demonstrations and Statistics Office of Financial and Actuarial Analysis
Medicare	Division of Medicare Cost Estimates (FTS) 934-2826 or (301) 594-2826

SUBJECT	ORGANIZATION
Medicaid	Division of Medicaid Cost Estimates (202) 245-0518
Proposed Legislation	Division of National Cost Estimates (202) 245-0198
Cost Report Data and Analysis	Bureau of Quality Control Office of Financial Analysis Division of Provider Data Analysis (FTS) 934-8094 or (301) 594-8094
Cost Reporting System for Medicaid State Agencies	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Cost Reports for Renal Providers	Office of Special Programs Office of End-Stage Renal Disease (FTS) 934-0918 or (301) 594-0918
Cost Reports for Hospitals	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Coverage of Services: Medicare and Medicaid	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Deductibles, Calculation of Amount	Office of the Actuary Division of Medicare Cost Estimates (FTS) 934-2829 or (301) 594-2829
Deductibles, Explanation of Beneficiary Liability for Medicare	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Demonstrations Funded by HCFA:	
General Research Results	Office of Research, Demonstrations and Statistics Office of Demonstrations and Evaluation (FTS) 934-7370 or (301) 594-7370

SUBJECT	ORGANIZATION
Health Care Delivery Systems	Office of Research, Demonstrations and Statistics Division of Health Systems and Special Studies (FTS) 987-2395 or (301) 597-2395
Hospital Reimbursement	Office of Research, Demonstrations and Statistics Division of Hospital Experimentation (FTS) 987-2438 or (301) 597-2438
Long Term Care	Office of Research, Demonstrations and Statistics Division of Long Term Care Experimentation (FTS) 987-2430 or (301) 597-2430
Denials—Medicare Claims	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Directory of Medicare Facilities, Request for	Health Standards and Quality Bureau Field Operations (FTS) 934-7940 or (301) 594-7940
Distribution of Printed HCFA Material to Outside Organizations	Office of Beneficiary Services (FTS) 934-8131 or (301) 594-8131 Office of Public Affairs (FTS) 934-9620 or (301) 594-9620 Bureau of Program Operations Medicaid/Medicare Management Institute (FTS) 934-8856 or (301) 594-8856
District Offices of Social Security	
Concerns Regarding Medicare Beneficiaries' Service	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Drugs, Maximum Allowable Cost Program	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324

SUBJECT	ORGANIZATION
Drugs, Medicare and Medicaid Reimbursement	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Early and Periodic Screening, Diagnosis and Treatment (of Medicaid Children)	Office of Child Health Office of Special Programs (FTS) 934-2663 or (301) 594-2663
Eligibility, Medicare/ Medicaid Policies	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Emergency Assistance with Claims Reimbursement	Office of Beneficiary Services (202) 472-5240
End-Stage Renal Disease (Also see Chronic Renal Disease)	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Certification	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 934-9712 or (301) 594-9712
Enrollment Policies, Medicare Part B	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Entitlement: Medicare/ Medicaid	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Exclusions from Coverage:	
Medicare/Medicaid	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Experimentation:	
Hospital	Office of Research, Demonstrations and Statistics Division of Hospital Experimentation (FTS) 987-2438 or (301) 597-2438

SUBJECT	ORGANIZATION
Federal Financial Participation (FFP) Under Medicaid:	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Freedom of Information Act	Office of Public Affairs (FTS) 934-9620 or (301) 594-9620
Disclosure Regulations	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Fraud and Abuse, Monitoring of Medicare Contractors and Medicaid State Agencies Detection and Control Activities	Bureau of Quality Control Office of Program Validation Field Operations Branch Division of Validation Planning and Support (FTS) 934-8000 or (301) 594-8000
Fraud and Abuse, Monitoring and Assistance	Bureau of Quality Control Office of Systems Analysis Division of Claims Payment Operations (FTS) 934-5512 or (301) 594-5512
Funds, Improper Expenditure	Bureau of Quality Control Office of Program Validation (FTS) 934-8470 or (301) 594-8470
Financial and Statistical Analysis of Program Payments	Bureau of Quality Control Office of Financial Analysis (FTS) 987-1372 or (301) 597-1372
GAO Reports, Liaison on Overpayment Cases	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Liaison on Special Awards	Bureau of Quality Control Office of Systems Analysis Division of Claims Payment Operation (FTS) 934-1898 or (301) 594-1898
Control Point	Bureau of Quality Control Office of Financial Analysis Audit Liaison Staff (FTS) 934-7484 or (301) 594-7484

SUBJECT	ORGANIZATION
Grants	Office of Research, Demonstrations and Statistics Grants and Contracts Staff (FTS) 934-8274 or (301) 594-8274 Office of Management and Budget Office of Human Resources and Administrative Services Division of Procurement Services (FTS) 934-3341 or (301) 594-3341
Grant Awards to States Under Medicaid	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Group Health Plans	Bureau of Program Operations Group Health Plans Operations Staff (FTS) 934-7997 or (301) 594-7997
Group Practice Prepayment Plans	Bureau of Program Operations Group Health Plans Operations Staff (FTS) 934-7997 or (301) 594-7997
Handicapped Employees Committee	Office of the Administrator (FTS) 934-9652 or (301) 594-9652
Health Standards and Quality—General	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750
Laboratories, Ambulatory Clinics and Home Health Agencies	Health Standards and Quality Bureau Office of Standards and Certification Division of Laboratory and Ambulatory Services (FTS) 934-7910 or (301) 594-7910
Long Term Care Facilities	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-3642 or (301) 594-3642
Hospitals and Dialysis Facilities	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 987-2750 or (301) 597-2750

SUBJECT	ORGANIZATION
Professional Standards Review Organizations	Health Standards and Quality Bureau Office of Professional Standards Review Organizations (FTS) 934-9207 or (301) 594-9207
Health Maintenance Organizations Contracts with	Bureau of Program Operations Group Health Plans Operations Staff (FTS) 934-7997 or (301) 594-7997
Legislative Policy	Office of Legislation and Policy Office of Policy Analysis (202) 245-0681
Reimbursement Policy	Bureau of Program Policy (FTS) 987-9324 or (301) 597-9324
Hearings, Medicare/ Medicaid	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Home Health Care:	
Certification	Health Standards and Quality Bureau Office of Standards and Certification Division of Laboratory and Ambulatory Services (FTS) 934-7910 or (301) 594-7910
Coverage	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Policy Development	Office of Legislation and Policy Office of Policy Analysis Division of Medicaid and Long Term Care Policy (202) 245-6753
Hospices	Office of Research, Demonstrations and Statistics (FTS) 934-7621 or (301) 594-7621
Hospitals: Certification	Health Standards and Quality Bureau Office of Standards and Certification Division of Hospital Services (FTS) 934-9712 or (301) 594-9712

SUBJECT	ORGANIZATION
Cost Containment Approaches	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Coverage	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Demonstrations	Office of Research, Demonstrations and Statistics Division of Hospital Experimentation (FTS) 987-2376 or (301) 597-2376
Reimbursement	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Medicare/Medicaid Audit Resolutions	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Systems	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Validation of Contractor Claims	Bureau of Quality Control Office of Systems Analysis Division of Claims Payment Operations (FTS) 987-1898 or (301) 597-1898
Inspector General, Reports	Bureau of Quality Control Office of Program Validation Division of Validation Planning and Support (FTS) 934-8000 or (301) 594-8000
Intergovernmental Affairs	Office of Intergovernmental Affairs (FTS) 934-9725 or (301) 594-9725
Intermediate Care Facilities Certification	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-3642 or (301) 594-3642
Joint Commission on the Accreditation of Hospitals (JCAH) Standards	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750

SUBJECT	ORGANIZATION
Journals (HCFA Publications)	Office of Public Affairs (FTS) 934-9620 or (301) 594-9620 Bureau of Program Operations Medicaid/Medicare Management Institute (FTS) 934-8856 or (301) 594-8856 Office of Research, Demonstrations and Statistics Publications Office (FTS) 987-2422 or (301) 597-2422
Laboratory Services Certification	Health Standards and Quality Bureau Office of Standards and Certification Division of Ambulatory and Laboratory Services (FTS) 934-7930 or (301) 594-7930
Legislative Planning	Office of Legislation and Policy Office of Policy Analysis (202) 245-6753
Litigation	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Malpractice Insurance	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Medicaid	
Data Book	Office of Research, Demonstrations and Statistics Office of Research (202) 245-2190
Eligibility	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
General	Bureau of Program Operations (FTS) 934-9000 or (301) 594-9000
Services Covered by States	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470

SUBJECT	ORGANIZATION
Medicaid Minimum Data Set	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Medicare	
General	Bureau of Program Operations (FTS) 934-9000 or (301) 594-9000
Entitlement Policy	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Medigap (Private Health Insurance to Supplement Medicare)	Office of Beneficiary Services (FTS) 934-9650 or (301) 594-9650
National Health Plan/ Insurance	Office of Legislation and Policy Office of Policy Analysis (202) 245-6753
News Releases	Office of Public Affairs Division of Public Information (202) 245-8056
Overpayments	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Peer Review	Health Standards and Quality Bureau Division of Peer Review (FTS) 934-1432 or (301) 594-1432
Performance of States and Contractors	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Physicians	
Coverage of Services	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324

SUBJECT	ORGANIZATION
Reimbursement of Services	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Premiums (Medicare)	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
Prevailing Charges, Directory	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Prior Consultation with Medicare Contractors	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Professional Relations	Office of Professional and Scientific Affairs (202) 472-7416/(FTS) 934-9721 or (301) 594-9721
Professional Standards Review Organizations	Health Standards and Quality Bureau Office of Professional Standards Review Organizations (FTS) 934-9207 or (301) 594-9207
Statistics	Division of Data Planning and Analysis (FTS) 934-9207 or (301) 594-9207
Program Expenditure Trends	Bureau of Quality Control Office of Financial Analysis Division of Program Financial Analysis (FTS) 934-7014 or (301) 594-7014
Provider Payment Patterns	Bureau of Quality Control Office of Financial Analysis Division of Provider Data Analysis (FTS) 934-8094 or (301) 594-8094
Public Information	Office of Public Affairs (202) 245-0923/(FTS) 934-9560 or (301) 594-9560

SUBJECT	ORGANIZATION
Quality Control	
General	Bureau of Quality Control Office of Quality Control Programs (FTS) 987-1348 or (301) 597-1348
Cost Report Evaluation Programs	Bureau of Quality Control Office of Quality Control Programs Division of Quality Control Review (FTS) 987-1350 or (301) 597-1350
Early and Periodic Screening, Diagnosis and Treatment (EPSDT)	Bureau of Quality Control Office of Quality Control Division of Quality Control Planning and Evaluation (FTS) 987-1352 or (301) 597-1352
Medicaid Quality Control (MQC) Program	Bureau of Quality Control Office of Quality Control Programs Division of Quality Control Review (FTS) 987-1350 or (301) 597-1350
MQC Utilization Control	Bureau of Quality Control Office of Quality Control Programs Division of Quality Control Review (FTS) 987-1350 or (301) 597-1350
Providers	Bureau of Quality Control Office of Program Validation (FTS) 934-8470 or (301) 594-8470
Quality of Care Issues	Health Standards and Quality Bureau Office of Professional Standards Review Organizations (FTS) 934-9207 or (301) 594-9207
Reasonable Charge Reimbursement, Medicare	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Reconsiderations, Medicare	Bureau of Program Operations Office of Standards and Performance Division of Reimbursement, Recovery and Reconsideration Evaluation (FTS) 934-8500 or (301) 594-8500

SUBJECT	ORGANIZATION
Regional Office Liaison	Office of Executive Operations Office of Field Operations (FTS) 934-7952 or (301) 594-7952
Regulations, HCFA, Status of	Office of Executive Operations Office of Regulations Management (FTS) 934-9533 or (301) 594-9533
Reimbursement	
Methods	Office of Research, Demonstrations and Statistics Division of Reimbursement Studies (202) 245-0857
Policy	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Renal Providers and Services	Office of Special Programs Office of End-Stage Renal Disease Division of Information Systems and Beneficiary Entitlement (FTS) 934-6532 or (301) 594-6532
Reporting Requirements for: Hospitals, SNFs, HHAs	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8101 or (301) 594-8101
Research	Office of Research, Demonstrations and Statistics (202) 472-7437
Rulings, HCFA	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Rural Health Facilities	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470

SUBJECT	ORGANIZATION
Second Opinions (for Non-Emergency Surgery)	Health Standards and Quality Bureau (FTS) 987-2750 or (301) 597-2750
Toll-Free Telephone Numbers	
All States	(800) 638-6833
Maryland	(800) 492-6603
Skilled Nursing Facilities	
Certification Standards	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-3642 or (301) 594-3642
Complaints	Health Standards and Quality Bureau Office of Standards and Certification Division of Long Term Care (FTS) 934-3142 or (301) 594-3142
Demonstrations	Health Standards and Quality Bureau Office of Demonstrations and Evaluation Division of Long Term Care Experimentation (FTS) 934-7623 or (301) 594-7623
Reimbursement Policy	Bureau of Program Policy (FTS) 987-9324 or (301) 597-9324
Social Security District Offices (See District Offices)	
Standards and Certification, Facilities	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750
Standards—States and Contractors	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431

SUBJECT	ORGANIZATION
State Buy-Ins for Medicare—Part B	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
State Compliance with Medicaid Requirements	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
State Plans Under Medicaid	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Statistical Data:	
Benefits or Claims Statistics	Bureau of Program Operations Office of Standards and Performance Evaluation (FTS) 934-8431 or (301) 594-8431
Facility Certification	Health Standards and Quality Bureau Office of Standards and Certification (FTS) 987-2750 or (301) 597-2750
General	Office of Research, Demonstrations and Statistics Office of Statistics and Data Management Division of Information Analysis (FTS) 934-6702 or (301) 594-6702
Reimbursement Trends	Bureau of Program Policy (FTS) 934-9324 or (301) 594-9324
Studies:	
Beneficiary Use of Services	Office of Research, Demonstrations and Statistics Office of Research Division of Beneficiary Studies (FTS) 987-1719 or (301) 597-1719

SUBJECT	ORGANIZATION
Cost Effective Health Care Delivery Systems	Office of Research, Demonstrations and Statistics Office of Demonstrations and Evaluation Division of Health Systems and Special Studies (FTS) 987-2395 or (301) 597-2395
Hospital Financing and Reimbursement	Division of Hospital Experimentation (FTS) 987-2438 or (301) 597-2438
Long Term Care Financing and Reimbursement	Division of Long Term Care Experimentation (FTS) 934-7623 or (301) 594-7623
Medicare and Medicaid Program Operation	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
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Special Studies on Medicaid and Long Term Care Policy	Office of Legislative Policy Division of Medicaid and Long Term Policy (202) 245-6753
Special Studies on Operational Issues	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Suspensions, Terminations, or Exclusions (from Program Participation) of Providers	Bureau of Quality Control Office of Program Validation Provider Administrative Sanctions and Appeals Branch (FTS) 934-8467 or (301) 594-8467
Title XIX Coordination with Children's Programs, Handicapped Programs, Other Health Programs	Office of Special Programs Office of Child Health (FTS) 934-2663 or (301) 594-2663

SUBJECT	ORGANIZATION
Toll-Free Telephone Numbers	
Carriers and Intermediaries	Bureau of Program Operations Office of Methods and Systems (FTS) 934-9545 or (301) 594-9545
(Also see "Second Opinions")	
Training for State Facility Surveyors	Health Standards and Quality Bureau Office of Standards and Certification Division of Program Analysis and Training (FTS) 934-3812 or (301) 594-3812
Transplants, Kidneys:	
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Underpayments, Complaints Regarding Intermediary	Bureau of Program Operations Office of Program Administration (FTS) 934-9470 or (301) 594-9470
Uniform Reporting Requirements and Implementation	Office of Research, Demonstrations and Statistics Office of Demonstrations and Evaluations (FTS) 987-2367 or (301) 597-2367
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Utilization Review	Bureau of Quality Control Office of Program Validation Division of Validation Planning and Support (FTS) 934-8000 or (301) 594-8000
Validation Reviews of Providers	Bureau of Quality Control Office of Program Validation (FTS) 934-8470 or (301) 594-8470
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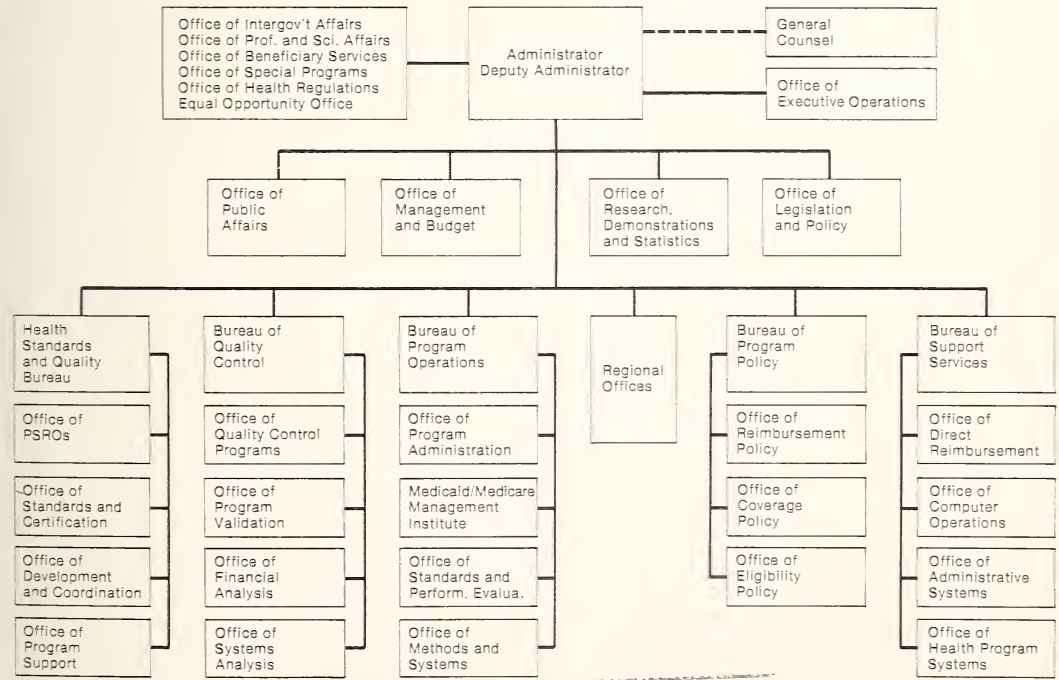

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Health Care Financing Administration
Office of Beneficiary Services
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